

Customer Satisfaction Survey
Office of Management Communications (ME-43)
(Directives Management Team)

Below are the results from the customer satisfaction survey that was sent to writers whose directives completed the directives process between October 1, 2004, and March 3, 2005.

1. How satisfied were you with the communication provided during the directives process?

Very Satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very Dissatisfied 1	N/A
<input type="text"/>	<input type="text" value="4.4"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

2. How satisfied were you with the assistance provided during the development phase?

Very Satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very Dissatisfied 1	N/A
<input type="text"/>	<input type="text" value="4.8"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

3. How satisfied were you with the editing services provided?

Very Satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very Dissatisfied 1	N/A
<input type="text"/>	<input type="text" value="4.2"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

4. Did you receive training in RevCom? Yes No

If you answered yes, how satisfied were you with the training you received?

Very Satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very Dissatisfied 1	N/A
<input type="text"/>	<input type="text" value="4.5"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

5. How satisfied were you with the assistance provided during the comment resolution phase?

Very Satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very Dissatisfied 1	N/A
<input type="text"/>	<input type="text"/>	<input type="text" value="3.8"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

6. How satisfied were you with the assistance provided during the conflict resolution phase?

Very Satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very Dissatisfied 1	N/A
<input type="text"/>	<input type="text"/>	<input type="text" value="3.7"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

7. A directive should take no longer than 120 days to complete the directives process. How satisfied were you with the amount of time it took your directive to complete the directives process?

Very Satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very Dissatisfied 1	N/A
<input type="text"/>	<input type="text"/>	<input type="text" value="3.5"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

8. What is your overall satisfaction level with the Directives System?

Very Satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very Dissatisfied 1	N/A
<input type="text"/>	<input type="text" value="4.2"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>